

## RE: Kevin Galalae fee refund

Von:

**Phythian, Mark (Prof.)** (mp249@leicester.ac.uk)

Gesendet: Montag, 4. Januar 2010 13:24:48

An: 'kevin galalae' (kgalalae@hotmail.com)

Cc: Masterman, Louise (lm32@leicester.ac.uk); 'Rofe, Dr J.S.' (jsr13@leicester.ac.uk)

Dear Mr Galalae,

Thank you for your recent mails. I have now had the opportunity to consider your complaint, and have carefully read all of the paperwork that you submitted. In my review of your case I can find no evidence that your Associate Tutor, Mr Wright, has acted inappropriately. Mr Wright's comments on your forum posts seem to me to be very constructive, and so I cannot find any evidence that he has sought to "stifle the debate and...suppress my views", as you say in your complaint. In terms of the grades you have received, for E-tivity 3 your work received what I consider to be an appropriate - and very good - mark of 4/5, or 80%. The assessment was moderated by Dr. Rofe in order to ensure that your mark was in line with our marking criteria. The feedback on E-tivity 3 seems to me to be very positive in tone, whilst also pointing to areas where you could further improve your work in future. This is the essence of good feedback. In short, I can find no evidence to support your claim that Mr Wright, "marked down my e-tivity 3 so as to satisfy his prejudices." 4/5 is, in fact, a very good mark.

Your E-tivity 4 achieved a lower mark than E-tivity 3. However, it was not Mr Wright, who was responsible for 1<sup>st</sup>-marking this, but Mr James Hamill, the module convenor. Hence, it cannot be the case, as you wrote in your complaint, that Mr Wright "ravaged" your E-tivity 4. His mark was in line with that already awarded by Mr Hamill. Neither, therefore, can it be the case that this mark reflected, "his prejudices and his petty hidden agenda rather than the quality of my work". Mr Hamill provided full feedback in explanation of the grade he awarded. The primary reason for this mark lay in the fact that you submitted a 4,800 word piece for an E-tivity with a 1,000 word limit. This meant that the piece fell well outside the required word limit. It is quite usual for penalties to apply to assessed work that does not meet word limit criteria at both undergraduate and postgraduate levels.

I completely accept that in your case this was a simple oversight, and am sorry that this seems to have contributed to your decision to withdraw from the course, particularly as you have clearly played such a full role in the forum discussions. It is not the case, as you say in your complaint, that in confirming these grades Dr Rofe (and Mr Wright) sought to send, "the unmistakeable message that they want me out of the course and, since they have no grounds on which to expel me, that they will do everything in their power to get me to quit the course of my own volition." I am very sorry that we are losing you as a student, as are both Dr Rofe and Mr Wright. However, for the reasons outlined above, I agree with Dr Rofe's refund proposal and do not see that there is a case for a full refund of your fees. I know this will be disappointing news, but hope that you will agree that I have thoroughly investigated your case in reaching this conclusion. If you are not satisfied with the outcome of my investigation the University's Complaints Procedure details

the next course of action which is the submission of a formal complaint, using the standard complaints form, to the Head of College. In your case this would be to Professor Elizabeth Murphy, Pro-Vice-Chancellor and Head of the College of Social Science.

Yours sincerely,

Mark Phythian

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**From:** kevin galalae [<mailto:kgalalae@hotmail.com>]

**Sent:** 17 December 2009 12:40

**To:** [mp249@leicester.ac.uk](mailto:mp249@leicester.ac.uk)

**Cc:** [lm32@leicester.ac.uk](mailto:lm32@leicester.ac.uk)

**Subject:** RE: Kevin Galalae fee refund

Dear Professor Phythian,

This is my third attempt in as many days to obtain an answer from you regarding the status of my application for fee remit. Given that I have yet to receive an acknowledgement let alone an answer this will also be my last time. I do not understand the reason for your silence but I wish to remind you that this is a very important matter for me.

I hope to hear from you soon otherwise - given that twelve days have passed since I first reached out to you - I will proceed to the next level of adjudication that Leicester's regulations outline.

Sincerely,

Kevin Galalae

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From: [mp249@leicester.ac.uk](mailto:mp249@leicester.ac.uk)  
To: [kgalalae@hotmail.com](mailto:kgalalae@hotmail.com)  
CC: [lm32@leicester.ac.uk](mailto:lm32@leicester.ac.uk); [jsr13@leicester.ac.uk](mailto:jsr13@leicester.ac.uk)  
Date: Mon, 7 Dec 2009 10:00:21 +0000  
Subject: RE: Kevin Galalae fee refund

Dear Kevin,

Thank you for your emails. I will look into this matter and reply to you as soon as I have done so.

Yours,

Mark Phythian

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**From:** kevin galalae [<mailto:kgalalae@hotmail.com>]

**Sent:** 06 December 2009 05:45

**To:** [mp249@leicester.ac.uk](mailto:mp249@leicester.ac.uk)

**Cc:** [lm32@leicester.ac.uk](mailto:lm32@leicester.ac.uk)

**Subject:** Kevin Galalae fee refund

Dear Professor Phythian,

I have just realized that my previous email does not contain an important piece of the puzzle, my e-tivity 3 and Mr. Wright's comments. I am therefore attaching it to this email.

In reading it, I hope you will come to the same conclusion as I have, namely that the 80% mark it received is somewhat at odds with Mr. Wright's laudatory comments. I contend that Mr. Wright's tendency to put his biases ahead of the merits of my work is mild in this case, preceding our more marked differences of political opinion. By comparison with the brazen disrespect he has shown my e-tivity 4, his judgement of my e-tivity 3 can only be described as a plausible mistake, which is why I chose not to contest it further than asking Mr. Wright to reconsider.

Because I am uncertain whether or not your email address is valid and current, I ask that you please confirm receipt of this and my previous email. Mrs. Masterman forgot to furnish me with your email address and, writing to you on the weekend, I had to rely on Google's search engine to find your details.

Sincerely,

Kevin Galalae